



IN-HOUSE IT VS. OUTSOURCED IT: A CFO'S GUIDE

What every CFO needs to know before budgeting IT



The IT Budget Gap

Canadian businesses with 100-300 employees consistently underestimate the true cost of maintaining an internal IT team. Salary is only the beginning.

For Canadian businesses with 100-300 employees, the total cost of employment runs 1.25 to 1.4 times base salary. Benefits, payroll taxes, recruiting, and overhead turn a \$150,000 payroll line into a \$213,500 annual commitment — before a single after-hours emergency.

This guide breaks down the full cost picture - benefits, turnover, training and coverage gaps - which CFOs need to consider when comparing between in-house IT vs outsourcing to a MSP



The True Cost of In-House IT

Most IT budgets are built on salary lines, but the real cost of running an internal team runs 1.25 to 1.4 times base salary when you factor in operating costs and employee overhead.

For an 80-person company running two internal technicians at \$75,000 each, the true annual cost reaches \$213,500 — not \$150,000. That gap grows every year as salaries rise, turnover increases, and technology complexity demands more specialized skills.

Hidden costs add 30-50% on top of your stated IT budget. Recruitment and turnover alone costs \$6,000-\$10,000 per replacement — and IT staff turnover averages 13-18% annually.

Meanwhile, your internal team spends 60% of their time on password resets and basic troubleshooting — not strategic projects that drive business growth.



The Hidden Cost Breakdown

- ✓ Recruitment & turnover: \$6,000-\$10,000/year
- ✓ Training & certifications: \$2,000-\$5,000/employee
- ✓ Software & monitoring tools: \$5,000-\$15,000/year
- ✓ Equipment refresh: \$2,000-\$3,000/employee
- ✓ Office space overhead: \$4,000-\$8,000/employee

The Hidden Costs CFOs Never See Coming

Most IT budgets are built on salary lines. But hidden costs add 30-50% on top of your stated budget. A \$300,000 IT team actually costs \$390,000-\$450,000 when you include everything.

Recruitment and turnover costs \$6,000-\$10,000 per replacement. With IT staff turnover averaging 13-18% annually, you're essentially recruiting constantly — while productivity suffers.

When your internal team is overwhelmed or unavailable, issues take longer to resolve. The productivity cost of 50 employees waiting 4 hours for email restoration: \$10,000-\$15,000 in lost productivity alone.

A data breach costs Canadian businesses an average of \$6.75 million (IBM, 2024). In-house teams without dedicated security expertise create risk that's impossible to quantify — until it materializes.

Common challenges for SMBs

- Recruitment & turnover: \$6,000-\$10,000/year
- Training & certifications: \$2,000-\$5,000/employee
- Tools & Applications
- Equipment refresh: \$800-\$1,200/employee/year
- Office space: \$3,000-\$6,000/employee/year
- Downtime incidents: \$10,000-\$15,000 each



IN-HOUSE IT VS. RESITEK: A CFO COMPARISON

It's difficult for CFOs to accurately compare IT costs because the true realities of running an internal IT department extend well beyond what appears on a payroll report. For an 80-person company, those hidden layers add up fast — here's what the numbers actually look like.

INTERNAL IT DEPARTMENT

2 technicians, 9am - 5pm, \$75,000 each

2x technician salaries	\$150,000
Payroll burden & benefits (~25%)	\$37,500
Training & certifications	\$6,000
Tools, monitoring & 24/7 SOC	\$12,000
Recruiting & turnover risk	\$8,000

Annual cost (est.) ~ **\$213,500**

- × Coverage 9am - 5pm only — gaps evenings, weekends, holidays
- × No 24/7 SOC or active alert response
- × Vacation, illness & turnover create single points of failure
- × 2 generalists

PARTNERING WITH RESITEK

All-inclusive, no hidden fees, **CONTACT FOR PRICING**

FREE Onboarding	Included
Tools, monitoring & 24/7 SOC	Included
Unlimited technical support	Included
Dedicated techs assigned to your account	Included

- ✓ Coverage 7am - 5pm with emergency support after hours
- ✓ 24/7 SOC — threats actioned on immediately
- ✓ Team of senior technicians with 2 dedicated to your account

Annual savings \$40,000/year (80 users)

WHY FINANCE LEADERS CHOOSE RESITEK

- ✓ **FREE Onboarding**
No upfront transition costs.
- ✓ **Monthly Terms**
Cancel anytime — no lock-in.
- ✓ **All-Inclusive Approach**
One fee covers everything.
- ✓ **No Hidden Fees**
What you see is what you pay.
- ✓ **Unlimited Support**
No bank of hours, ever.
- ✓ **Proudly Canadian**
Canadian-owned, Canadian techs

Ready to simplify your IT?

Book a FREE consultation — no pressure, no commitments.

How Resitek Works

Resitek delivers complete IT management for Canadian businesses — everything included in one predictable monthly plan with no hidden fees, no long-term contracts, and no tech headaches.

Free Onboarding & Setup

We make switching easy. Our structured onboarding process gets your business fully set up within 30 days — at no cost. No disruption, no hidden fees, no headaches

Unlimited Helpdesk & Support

Real Canadian technicians available by phone or email. Average response time of 15 minutes. Can't fix it remotely? We come to you.

24/7 Proactive Monitoring

Real-time monitoring with 24/7 SOC coverage that detects and neutralizes threats before they impact your business — 365 days a year, no gaps.

"Working with Resitek means you gain a partner invested in your success, your security, and your bottom line."

We also offer:

✓ **Cybersecurity & 24/7 SOC Monitoring**

✓ **Cloud Services & Migration**

✓ **AI & Automation**

➔ **Book Your Free Cost Analysis**
resitek.com/consultations

Why Choose Resitek?

- Canadian-owned & operated
- FREE onboarding
- 15-minute average response time
- No hidden fees

